

Appendix 2
Telephone survey form for end-of-pilot survey -

Note: After mid-year review is completed, minor revisions to the format and insignificant changes to wording may occur based on experiences with mid-year. No new questions will be added.

July 2004

GATEKEEPER INTRODUCTION:

May I please speak with (PRINTER).

IF NECESSARY: This is _____ calling from Abt Associates about an environmental program that (PRINTER) is participating in.

PRINTSTEP PARTICIPANT INTRODUCTION

Hello, This is _____ calling from Abt Associates about the PrintSTEP program. You may remember participating printers are being asked to complete a brief interview at the close of the pilot project. [You may recall that we spoke with you a year ago about your participation with the PrintSTEP program]. We are doing this follow up interview to learn more about your latest experiences with PrintSTEP. The data collected during these interviews will be kept confidential and not reported in any way that would allow you to be individually identified.

Your participation in this interview is voluntary and will have no effect on your involvement in PrintSTEP or any other government program. This research is sponsored by the U.S Environmental Protection Agency.

1. Have you been involved in any type of outreach or public involvement activity since your PrintSTEP application was approved?

YES

NO - SKIP TO Q2

- a. What type of community outreach were you involved with?

[Note: During the mid-year review, if a facility described a type of outreach different than one listed below, then one of the other non-relevant outreach activities listed below may be deleted and replaced by the one in which the printer participated. The number of items on the list will not change.]

An open house

A public meeting

Hearings of conservation commission

Hearings of health board

City council meetings

Written materials

Some other type of community outreach

- b. In general, how useful do you think these community outreach efforts were?

Very useful

Somewhat useful

Not very useful, or

Not useful at all

2. Was a Community Involvement Plan developed since ***date*** (*date of W2 questioning - we want to make sure we're not gathering information on the same CIP as in W2*).

YES

NO - SKIP TO Q3

- a. In general, how useful did you find the Community Involvement Plan? Would you say it was ...

Very useful

Somewhat useful

Not very useful, or - SKIP TO C

Not useful at all - SKIP TO C

- b. In what ways was it useful to you?

RESOLVED ISSUES

ADDRESSED CONCERNS

IDENTIFIED SUPPORT

OTHER (SPECIFY)

- c. How could it have been more useful?

3. Before you held your public meeting, did you provide public notice of the meeting?

YES

NO - SKIP TO 4

- a. In providing public notice, did you use.

Direct mailing

Telephone contact

Newspaper notice or advertisement

Posted signs

Internet notice

In person or word-of-mouth

Any other type of notice (SPECIFY)

4. How useful was the (first/follow-up) public meeting as a way to learn about community concerns and expectations? Would you say it was...

Very useful

Somewhat useful

Not very useful, or

Not useful at all

5. What would have made the (first/follow-up) public meeting more useful? (MULTIPLE RESPONSES)

GREATER COMMUNITY ATTENDANCE

PARTICIPATION OF STATE AGENCY STAFF

COMMUNITY INVOLVEMENT PLAN DEVELOPED

OTHER (SPECIFY)

IF THERE WAS A FOLLOW UP PUBLIC MEETING (1a), ASK QUESTIONS 3-5 FOR THE SECOND MEETING.

6. Did you receive written comments on your PrintSTEP application?

YES

NO - SKIP TO Q7

- a. How useful did you find the public comment process at addressing concerns? Would you say it was..

Very useful

Somewhat useful

Not very useful, or

Not useful at all

7. Did you use the PrintSTEP Information Repository during any part of the regulatory process?

YES

NO - SKIP TO Q7c

- a. How satisfied were you with the information available in the Information Repository?
Were you...

Very satisfied - SKIP TO 8

Somewhat satisfied - SKIP TO 8

Somewhat unsatisfied, or

Very unsatisfied

- b. Why weren't you satisfied with the information available in the Information Repository ?

NOT ENOUGH USEFUL INFORMATION THERE

DIDN'T HAVE TIME /TOO BUSY

OTHER (SPECIFY)

- c. Why not?

DIFFICULT TO ACCESS

DIDN'T KNOW ABOUT IT

8. Did you contact the PrintSTEP coordinator for information during your PrintSTEP application or implementation process?

(Note: Will use the name of the actual coordinator for each state.)

YES

NO - SKIP TO Q8c

- a. How satisfied were you with the information obtained from (*name of state contact person and office/office*)Were you....

Very satisfied - SKIP TO Q9

Somewhat satisfied - SKIP TO Q9

Somewhat unsatisfied, or

Very unsatisfied

- b. Why weren't you satisfied with this information?

Not knowledgeable

Passed me to someone else

Didn't have time to help me

Other

- c. Why not?

DIDN'T KNOW WHO TO CALL

COULDN'T REACH THEM

DIDN'T NEED HELP

DIDN'T HAVE TIME/TOO BUSY

OTHER

9. Since the time when your PrintSTEP application was approved, have you obtained information from (*technical assistance provider/center name*)?

YES

NO - SKIP TO Q9c

- a. How satisfied were you with the assistance obtained from (*technical assistance provider/center name*)? Were you..

Very satisfied - SKIP TO Q10

Somewhat satisfied - SKIP TO Q10

Somewhat unsatisfied, or

Very unsatisfied

- b. Why weren't you satisfied with the assistance from (*Technical assistance provider/name*)?

Not knowledgeable

Passed me to someone else

Didn't have time to help me

Other

- c. Why not?

DIFFICULT TO ACCESS

NOT ENOUGH USEFUL INFORMATION THERE

DIDN'T KNOW ABOUT IT

DIDN'T HAVE TIME/TOO BUSY

OTHER (SPECIFY)

10. Since the time when your PrintSTEP application was approved, have you obtained environmental regulatory information from any other source?

YES

NO - SKIP TO Q11

- a. What other source was this?

- b. How satisfied were you with the information obtained from (*name of other source*)? Would you say you were....

Very satisfied - SKIP TO Q11

Somewhat satisfied - SKIP TO Q11

Somewhat unsatisfied, or

Very unsatisfied

- c. Why weren't you satisfied with the information obtained from *(name of other source)*

NOT ENOUGH USEFUL INFORMATION THERE
DIDN'T HAVE TIME/TOO BUSY
OTHER (SPECIFY)

11. Since the time when your PrintSTEP application was approved, have you used the PrintSTEP Workbook or other PrintSTEP documents?

YES

NO - SKIP TO Q11c

- a. How satisfied were you with the content and format? Would you say you were....

Very satisfied - SKIP TO Q12
Somewhat satisfied - SKIP TO Q12
Somewhat unsatisfied, or
Very unsatisfied

- b. Why weren't you satisfied with the PrintSTEP documents?

Difficult to follow/understand
DIDN'T HAVE TIME/TOO BUSY
WEREN'T WRITTEN IN YOUR PRIMARY LANGUAGE
OTHER (SPECIFY)

- c. Why not?

DIDN'T KNOW THERE WERE ANY
DIDN'T HAVE THE INFORMATION I NEEDED
COULDN'T GET A COPY

12. I'm going to read of list of possible outcomes of the PrintSTEP public involvement activities. For each one, please tell me if it was an outcome of your own involvement. Was (ITEM) an outcome? (YES or NO)

(If you have not had any public involvement activities, skip to Q13.)

- New information was introduced about the environmental impacts of your facility
 - Different approaches were developed to address environmental problems
 - The schedule for printers' PrintSTEP Agreements was lengthened or shortened compared to the time it used to take under the standard permitting process
 - Different requirements or environmental limits were set in the agreements
 - The final Agreement was different from what it would have been without public involvement
 - ASK IF NO "YES" RESPONSE ABOVE: - No outcomes were affected

1. What effect does multi-media or multi-program coordination at the state agency have on the regulatory process? Does it usually....
Speed up the process

Slow down the process
 Sometimes speed it up and other times slow it down
 Have no effect at all

2. We would like to get a sense of printers' perception of your environmental regulatory requirements. For each area that I read, please tell me whether you would rate your own understanding as very good, good, fair or poor. How would you rate your understanding of the (READ ITEM)?

	VERY GOOD	GOOD	FAIR	POOR
Air regulatory program and associated requirements	4	3	2	1
Storm Water regulatory program and associated requirements	4	3	2	1
Waste Water regulatory program and associated requirements	4	3	2	1
Hazardous Waste regulatory program and associated requirements	4	3	2	1

3. FOR EACH ITEM RESPONDENT ANSWERED NOT VERY GOOD OR POOR IN Q9 ABOVE, ASK:
- What about the (air/storm water/waste water/ hazardous waste) regulatory program or requirements do you find difficult to understand?

TOO COMPLICATED
 LACK OF EASY-TO-READ INFORMATION
 NO TIME TO LEARN
 HARD TO GET INFORMATION FROM GOVERNMENT STAFF
 OTHER (SPECIFY)

5. Has an environmental requirement, for example, an approval from the local, state, or federal government, affected your company's ability to respond to a business opportunity during the course of PrintSTEP? For example, installing a new piece of equipment; meeting the request of a customer or potential customer for a different ink, coating, etc.; increasing production; or bringing out-sourced operations in-house?

YES
 NO - SKIP TO Q17
 Don't know
 Refused

- a. Can you describe a recent time this happened?
- b. How big an impact did this have on your company's profitability or growth opportunity? Would you say it was...
- A severe negative impact
 - A serious negative impact
 - A moderate negative impact or
 - A slight negative impact

1. Since PrintSTEP, has the time you've spent on record keeping related to environmental requirements increased, decreased, or remained the same, ignoring changes related to variations in your production volume?
INCREASED
DECREASED
REMAINED THE SAME
 2. Since PrintSTEP, has the time you've spent on reporting related to environmental requirements increased, decreased, or remained the same, ignoring changes related to variations in your production volume?
INCREASED
DECREASED
REMAINED THE SAME
 3. Do you see any benefits from your involvement in PrintSTEP?
YES
NO - SKIP TO Q20
- c. What benefits do you see from your involvement in the process?
1. Were there any drawbacks to being involved?
YES
NO - SKIP TO Q21
- d. What were the drawbacks?
1. What recommendations do you have for program improvements?
 2. Overall, how satisfied are you with the PrintSTEP process?
Very satisfied
Somewhat satisfied
Somewhat unsatisfied, or
Very unsatisfied.

CLOSING: Those are all my questions. Thank you very much for your time.